Jaime Ann Hopton

Course: UCR 325 – Troubleshooting & Maintaining Computers

Assignment: Chain of Command

* Me and good ole’ Google! (I have admin rights)
* Site tech guy
  + Text/call for fast service
  + Work order for less urgent matters
  + Usually related to hardware
* District tech coordinator
  + Email – gets back to me within the day
  + Usually related to software/website upgrades/blocked websites